

April 7, 2014

Field Energy Storage Facility Notification Alert System Update

The Energy Storage Facility (ESF) became operational in July 2013. Since then Field has experienced several power outages, planned & unplanned. During these outages the energy storage facility has supplied more than 80 hours of back-up power to customers in Field. In some cases outages were as long as 24 hours and as short as three hours.

BC Hydro is pleased to advise the Notification Alert System is now operational and we invite customers in Field to voluntarily sign-up to Twitter to receive notification alerts during power outages. While the new notification system has been tested at the development stage, it is yet to be tested in real time with customers and residents of Field. For customers who choose to sign-up, the outage notification messages received when the next unplanned outage occurs will be the first real-life test of the new Notification Alert System.

Below is information about how the Notification Alert System works and how to open a Twitter account and begin following the '**FieldOutageInfo**' handle.

How the system works:

1) The notification system will post on the FieldOutageInfo Twitter page in the following circumstances:

- An outage occurs and the battery is providing back-up power – the alert ('tweet') will advise the status of the battery (i.e. 'ON'), the community's load (in kW – the lower the better), and remaining battery charge (e.g. 89%) with an estimate of how long the battery can supply the community (in hours).
- Every hour after the initial tweet, when the outage occurred, for as long as the outage lasts, the system will calculate and update the information described above.
- When the outage ends and grid power is restored - the tweet will state 'Battery OFF; grid power restored'.

If power to the distribution grid is not restored when the battery charge is depleted, an outage will occur and **no** tweet will be sent.

2) Sign-up instructions

You will need to:

- Open a Twitter account: <https://twitter.com/signup>.
- Under 'Build Your Timeline', search 'FieldOutageInfo', add to your 'follow' list and complete the sign up process.
- If you already have a Twitter account, search FieldOutageInfo and click on 'follow'.

If you wish to receive an SMS when a new tweet is posted on FieldOutageInfo:

- Under the 'Account' tab, go to 'Mobile' and activate your mobile phone
- Click on the menu wheel ('More user actions') to the right of the FieldOutageInfo icon and pick 'Turn on mobile notifications'.

Instructions if already have a Twitter account:

- Under the 'Me' tab, go to 'Edit Profile' and click on 'Mobile' to activate your cell phone.
- Then, click on the 'Me' tab and click on 'Following'. To the right of the FieldOutageInfo icon click on the menu wheel ('More user actions') choose 'Turn on mobile notifications'.

Outage information

Customers can call 1-888-POWER ON (1-888-769-3766) and receive outage details or access the BC Hydro outage screen for outage information, including the estimated restoration time:

<http://www.bchydro.com/outages/orsMain.jsp>. When an outage is underway information will appear on the Current Outages screen. When power has been restored the outage details will be displayed under Restored Outages. A few things to look for to help identify an outage in Field:

- On the Outage screen(s) all outages for the community of Field are reported as 'Golden'.
- Feeder GDN 25F52 supplies power to Field.

Conservation during power outages

The battery storage unit will provide reliable back-up power for several hours depending on demand. This will depend on a number of factors including customers' conservation efforts during the outage, as well as the battery unit's current state of charge when an outage occurs. Customers are encouraged to limit their use of electricity during battery backup-supported outages, and defer electricity-intensive activities such as using clothes dryers, power tools, dishwashers etc., until regular distribution service has been restored. Here is a link to more energy saving tips and other Power Smart information:

<http://www.bchydro.com/powersmart.html>

Once the battery backup power source is fully depleted, an outage will occur and remain in effect until the power to the grid is restored.